Commonwealth of Kentucky

Kentucky Business One Stop

Overview

Release 2.2
November 2016

Contents

1 Introduction

Welcome to the Commonwealth of Kentucky's Business One Stop portal. One Stop provides you the ability to register a new business, set up access (or link) to an existing business, manage your business (that is, submit filings to the Secretary of State and update information on file with the Department of Revenue), manage individuals' access to your business information, file selected business taxes with the Department of Revenue, renew Alcoholic Beverage Control licenses, and access selected Motor Carrier Online Services.

Note	Registered businesses are assigned a unique Commonwealth Business Identifier (CBI) number, which functions as <u>an enhanced security feature of the portal</u>. The CBI is private and should be treated like your personal Social Security Number. The CBI also authenticates your business and validates that you are registered to access your information online.

User Guides are provided for the main One Stop functions as a guide to working with the system. Please review the table of contents in each guide for quick access to necessary information.

Note	Use of this system and the User Guides is <u>not</u> intended to replace professional legal and tax advice.

Also review the Frequently Asked Questions (FAQs) available on the One Stop Dashboard.

1.1   Register a New Business

One Stop currently allows you to register a business with the Office of the Secretary of State and the Department of Revenue. In future releases, the Commonwealth will expand One Stop's functionality to encompass other agencies (for example, Unemployment Insurance and the Department of Alcoholic Beverage Control).

For information about registering new businesses, please reference the separate 'User Guide' document entitled <u>One Stop Register My Business</u>. To register a new business, use the 'Register My Business' icon on the "Dashboard" (see Section 2.3).

1.2   Link to an Existing Business

One Stop provides two methods for gaining access to an existing business:

- If your business has tax accounts with the Department of Revenue, you may answer a series of questions so that One Stop can authenticate that you are authorized to access confidential information about the business. The questions are designed to ensure that no unauthorized individuals may see your business information.

- If your business does <u>not</u> have tax accounts or you prefer <u>not</u> to answer the questions, you may request that the Commonwealth mail a letter to your business using information on file with the Office of the Secretary of State or the Department of

Revenue. When you receive the letter, you may set up access to your business through One Stop using the Commonwealth Business Identifier (CBI) and business name contained in the letter.

For information about setting up access to an existing business, please reference the separate 'User Guide' document entitled <u>One Stop Link My Business</u>. To link to an existing business, use the 'Link My Business' icon on the "Dashboard" (see Section 2.3).

1.3   Manage an Existing Business

Depending on the type of business structure and whether the business was formed in Kentucky, you and your authorized business users may submit the following filings to the Office of the Secretary of State:

- Amendment of Articles (for a domestic business, that is, a business formed in the Commonwealth)
- Amend Certificate of Authority (for a foreign business, that is, a business <u>not</u> formed in the Commonwealth)
- File/Amend Annual Report
- Assumed Name – File, Amend, Renew, and/or Withdraw
- Statement of Change – Change Registered Agent and/or Principal Office Address

You and your authorized business users also may update the following information on file with the Department of Revenue:

- Add/Update Doing Business As (DBA) Name for specific tax accounts.
- Apply for Additional Accounts.
- Change Accounting Period.
- Change Business Name (if <u>not</u> registered with the Secretary of State).
- Change Mailing Address for one or more tax accounts
- Change Phone Number for one or more tax accounts.
- Enroll in online filing for eligible tax accounts.
- Tax return filing for eligible tax accounts.
- Manage Responsible Parties

In later releases, you and your authorized business users may submit additional filings to the Secretary of State as well as make other Tax Registration changes.

For information about the functionality listed above, please reference the separate 'User Guide' document entitled <u>One Stop Manage My Business</u>. To manage an existing business, select the business in the 'My Businesses' grid on the "Dashboard" (see Section 2.4.2).

1.4   Manage Security for an Existing Business

The One Stop Business Administrator and other authorized individuals may grant and revoke access by other business users as well as view permissions granted to a specific individual. Individuals also may request access to some specialized services, e.g., Alcohol Beverage Control and Enterprise Business Intelligence.

For information about managing and requesting access, please reference the separate 'User Guide' document entitled One Stop Security. To manage security or request access, use the 'Request or Manage Access' icon on the "Dashboard" (see Section 2.3).

1.5   File business taxes

Authorized business users may file the following taxes through One Stop:

- Consumer's Use Tax
- Employer's Withholding Tax
- Motor Vehicle Tire Fee
- Transient Room Tax
- Sales and Use Tax
- Other (takes you to the Department of Revenue's web site)

For information about electronic filing for Consumer's Use Tax, Motor Vehicle Tire Fee, Transient Room Tax and Sales and Use Tax, please reference the separate 'User Guide' documents entitled eFile Quick Start and/or One Stop Tax Filing. To file these taxes, select the business in the 'My Businesses' grid on the "Dashboard" (see Section 2.4.2), then select 'File Taxes' on the "Business Summary" page.

For information about electronic filing for Employer's Withholding Tax, please reference the separate 'User Guide' document entitled Public User Guide on the Withholding Return and Payment System web site. To file this or other taxes, use the 'Department of Revenue Online Tax Filing' icon on the "Dashboard" (see Section 2.3).

1.6   Renew Alcoholic Beverage Control Licenses

Authorized business users may renew Alcoholic Beverage Control licenses through One Stop. To renew a license, click the 'Renew' button in the 'My ABC Licenses' grid on the "Dashboard" (see Section 2.4.5 My ABC Licenses).

1.7   Access Motor Carrier Online Services

Authorized business users may access the following Motor Carrier Online Services through One Stop:

- Motor Carrier Portal (MCP)
- KYU Efile
- KIT Efile

To access these services, click the "Motor Carrier Online Services' icon on the "Dashboard" (see Section 2.3).

2 One Stop Dashboard

Once you successfully log into Kentucky Business One Stop, you will see the "Dashboard."

2.1   Dashboard

The "Dashboard" functions as One Stop's home page.

In this example, JD Rockefeller is the user.
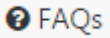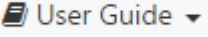
2.2 Framework & Portal Banner

The blue section across the top is the Ky.gov banner; this section is standard on the Commonwealth of Kentucky's official Web sites and offers a link to Kentucky's official site. The search functionality in this banner searches all Ky.gov Web pages.
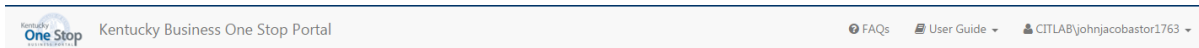
The light gray section directly underneath the Ky.gov banner is the Kentucky Business One Stop Portal banner.

The following options are available in the One Stop banner:

Icon	Function
❷ FAQs	Brings up the Frequently Asked Questions document in a separate browser tab.
📖 User Guide ▾	Lists the User Guides available for Kentucky Business One Stop services. Select one of the guides to display it in a separate browser tab.
👤 CITLAB\JDRockefeller1839 ▾	Your domain\user name with a dropdown to access 'Account Settings' or to 'Sign Out' of the portal. Your domain will be 'CIT.' Account Settings allows you to update your name and address, email, and password. See the One Stop Security user guide.
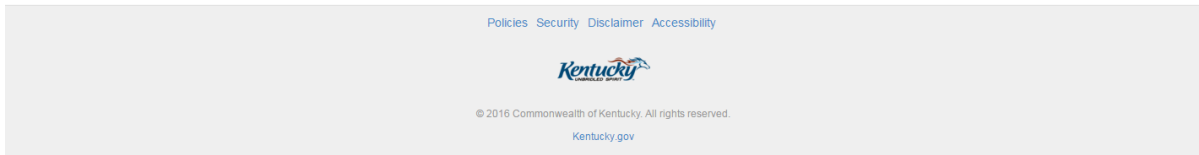
The gray section across the bottom provides links to the Commonwealth's Privacy, Security, Disclaimer and Accessibility policies and statements as well as displaying copyright information. This section is standard on the Commonwealth of Kentucky's official Web sites.

2.3 Icons

The icons displayed underneath the One Stop banner provide the following functions:

Icon	Function
🔒 Request or	Transfers you to the One Stop Security Module, which allows you to request access to specific services (e.g., Alcoholic Beverage Control license renewals). If you are authorized to manage security for a business, you also may grant and revoke access to users, including yourself. Please refer to the

Icon	Function
Manage Access	One Stop Security user guide.
Register My Business	Initiates registration with the Secretary of State and/or Department of Revenue. In future, you will be able to register with other Commonwealth agencies through this icon. Please refer to the One Stop Register My Business user guide.
Link My Business	Initiates functionality to set up access to an existing business for which you have the Commonwealth Business Identifier (CBI) or confidential information to prove you should have access. Please refer to the One Stop Link My Business user guide.
Department of Revenue Online Tax Filing	Provides access to electronic filing. When you click this icon, you see a dropdown listing the following taxes: Consumer's Use Tax, Motor Vehicle Tire Fee, Transient Room Tax, and Sales and Use Tax may be filed electronically through the Manage Business function. This link brings up a page explaining how to do that. See Section 2.4.2 My Businesses. Employer's Withholding Tax takes you to the Withholding Return and Payment System (WRAPS). Other takes you to the "E-file and Payment Options" page on the Department of Revenue's web site. Select one to continue.
Motor Carrier Online Services	Provides access to Motor Carrier Online Services under the Transportation Cabinet. When you click this icon, you see a dropdown listing the available services: Motor Carrier Portal (MCP), KYU Efile and KIT Efile. Select one to continue to the appropriate service.
Resources	Links to the Web site for Kentucky One Stop (onestop.ky.gov), which provides access to requirements and tools needed to own and operate a business in Kentucky.

2.4   Grids

The grids underneath the icons list businesses to which you have access, in progress registrations, pending invitations that you have sent to others and Alcoholic Beverage Control licenses that you may view and/or renew.

All grids support the following functionality:

- You may expand or contract the grid by clicking on the arrow in the upper right corner.

- You may click a column header to sort by that column – ascending or descending.

- You may search for a particular value in a column – just enter your search term and press the 'Enter' key.

- You may page through the list by using the forward and back buttons underneath the list. The first and last buttons on either end take you to the first and last page, respectively. The inside buttons take you one page at a time.

- You may change the number of items displayed on a page – click the dropdown and select a different value.
- The bottom right shows how many pages and how many items in the list.

2.4.1   My Messages

This grid lists messages sent to you from One Stop and the Commonwealth. The types of messages include registration status messages, notifications that you have been granted access to a business or tax account, notifications and permits for new tax accounts assigned to the business, notifications that tax filing periods are available and warnings that 'in progress' registrations may be purged.

The content of the grid is as follows:

Header	Content
Message	The subject header for the message
Received	The date and time you received the message.
Status	Statuses include read, unread, and deleted.

Clicking on the Message link brings up a pop-up with the message itself, including attachments if applicable.

You may change the status of the message by clicking on one of the buttons. Once you open a message, it will become 'Read.' You may subsequently mark it as unread or delete it. If you filter on 'deleted' messages, you may open them and delete them permanently.

Note	Attachments are produced in the Adobe Reader format. Depending on your browser, you may need to save an attachment to your desktop and open it using Adobe Reader for all characters to be readable.

When you have a new, urgent message, One Stop immediately sends you an email advising you to check your messages. When you have new, non-urgent messages, One Stop sends you – at most – one email per day advising you to check your messages. This will decrease the number of emails sent to you from the Commonwealth.

2.4.2   My Businesses

This grid lists approved businesses that you may view or manage.

Note	If you are the One Stop Business Administrator and only the One Stop Business Administrator for a business, you will not see the business in the 'My Businesses' grid. You will see it in the security module when you grant or revoke someone's access.

The content of the grid is as follows:

Header	Content
Business Name	The registered business' name.
CBI Number	The Commonwealth Business Identifier (CBI) for use in communicating with participating agencies in the Commonwealth. As of March 2015, the Office of the Secretary of State and the Department of Revenue are participating agencies. Other agencies planning to participate in the near future include Unemployment Insurance and the Department of Alcoholic Beverage Control.

Clicking on the business name or CBI Number link in this section displays information about the business and provides access to functions for you to manage the business. Please refer to the One Stop Manage My Business user guide for information about that functionality.

Depending on the authority granted to you by the One Stop Business Administrator, you may or may not be able to access functions for managing your business and/or to view detailed tax account information.

With each release, One Stop will be adding functionality for you to maintain the business.

2.4.3   Registrations in Progress

This grid includes information about business registrations that are in progress or awaiting approval.

The content of the grid is as follows:

Header	Content
Business Name	The registered business' name if provided during the registration process.
Registration Type	Indicates whether the registration is business or tax.
Started	The number of days since the registration was started. One Stop will warn you when an 'in progress' registration is 15 days old; One Stop will delete 'in process' registrations over 30 days old. For registrations awaiting approval, n/a will be displayed.
Status	Status of the registration, either in progress or awaiting approval.
Submission Id	Number assigned to this submission.

For an 'In Progress' registration, clicking on the submission id link returns you to the last completed section for you to resume the registration process.

For a registration 'Awaiting Approval,' clicking on the submission id link displays the summary page for the type of filing submitted.

2.4.4   Pending Invitations

You will see this section only if you are a One Stop Business Administrator and used the Security module to grant access to individuals who have not yet accepted the invitation.

Note	Invitations sent to individuals during the Link My Business and Registration processes do not appear in this grid because they were issued by Kentucky One Stop.

The content of the grid is as follows:

Header	Content
Sent	When you issued the invitation.
Sent To	The email address of the individual to whom you sent the invitation.
Role	The role you granted the individual.

Once the invitee has created a user account, the line items in this grid will go away. The individual has 30 days to create a user account.

2.4.5 My ABC Licenses

You will see this grid only if you have authorization to view or renew one or more Alcoholic Beverage Control (ABC) licenses.
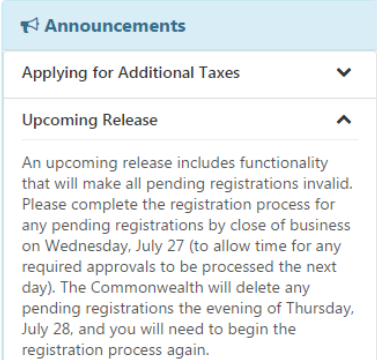
Note	To request authorization for an ABC license, click the 'Request or Manage Access' icon on the Dashboard and use the Request Access process in the Security Module.

The content of the grid is as follows:

Header	Content
Business Name	The name of the business at ABC.
Site Id	The site identifier on file with ABC.
Address	The address on file with ABC.
Expires	The date the license expires.
Action	Clicking on the View or Renew link in this section brings up the Kentucky Department of Alcoholic Beverage Control's site for viewing or, if appropriate, renewing your license(s). The ABC site has a 'Go Back to Dashboard' link for you to return here when you are finished.

2.5   Announcements & Twitter Feed

These sections appear on the right, beneath the icons. You may use the arrow in the upper right of each section to contract or expand it.
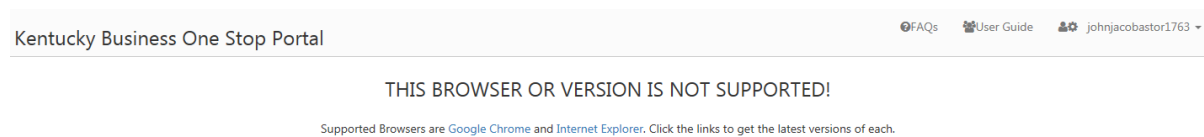
📢 Announcements Applying for Additional Taxes ⌄ Upcoming Release ⌃ An upcoming release includes functionality that will make all pending registrations invalid. Please complete the registration process for any pending registrations by close of business on Wednesday, July 27 (to allow time for any required approvals to be processed the next day). The Commonwealth will delete any pending registrations the evening of Thursday, July 28, and you will need to begin the registration process again.	The Announcements section provides information about upcoming events
🐦 Twitter ⌃ Portal Dashboard A Twitter list by @KYBOS_Portal Cabinet for Econ Dev Retweeted 🐦 **C.I.Agent Solutions®** @CI_Agent We love having our headquarters in the great state of Kentucky! twitter.com/ThinkKentucky/… ♡　⤷　　　　　　2h	This is a real-time Twitter feed from official Commonwealth sources. You may scroll down to see older tweets.

3 General Information

3.1   Software Requirements

The majority of One Stop functions support Chrome and Internet Explorer versions 11 and above. Some functions also support other browsers and/or other browser versions.

One Stop will notify you when you attempt to access a function that does not support the browser you are using. When this happens, One Stop will offer links to download a supported browser with a message similar to the one below. (Note: Some functions in One Stop also require JavaScript for built-in services.)

Kentucky Business One Stop Portal   ❓FAQs   👥User Guide   👤⚙ johnjacobastor1763 ▾

THIS BROWSER OR VERSION IS NOT SUPPORTED!

Supported Browsers are Google Chrome and Internet Explorer. Click the links to get the latest versions of each.

Click one of the approved browsers to be transferred to the appropriate web site for downloading the latest version of the selected browser. After downloading the new browser, please log in again to One Stop.

In future releases, One Stop will be updated to support other browsers.

3.2   Help Icon

❓   The white question mark in a blue circle indicates that additional information is available for one or more fields on a page. Hover over the icon to display the 'help' text.

3.3   Addresses

Addresses are handled consistently throughout the application. Typical address entry looks like the following when first displayed:

You may choose to use a previously entered address by checking the box and selecting an address from the list.

If a previously entered address is <u>not</u> available or does <u>not</u> match the one being requested, enter the correct address. The best approach is to start at the top by selecting country, and then work down the fields from top to bottom.

If you encounter any difficulties when entering addresses, use the 'Previous' button to back up to the previous page and clear the address fields. Some pages also have a 'Cancel' button that you may use to clear the information. Once cleared, you may re-enter the address, making sure to start with country and work your way down the page.

3.3.1 Addresses in the United States

When you select the United States (first in the list), One Stop can validate the Zip/Postal Code that you enter and, if valid, fill in the City and State.
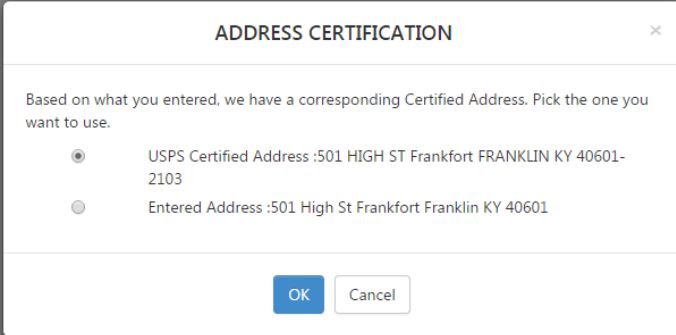
When the Zip/Postal Code matches more than one city, One Stop presents a selection list. For example, Zip/Postal Code 40601 matches two cities in Franklin County, Kentucky. When this happens, select the appropriate city and click 'OK.' One Stop fills in the City and State for the address.

If you choose to select the state, the dropdown lists the fifty states and the District of Columbia.
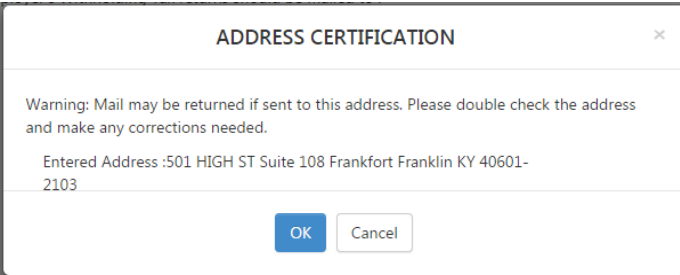
When you choose to continue (usually by clicking 'Next'), One Stop validates and certifies the address with the United States Postal Service (USPS). One Stop displays the results in the Address Certification dialog box.

If the USPS certified address is correct, please select it. One Stop will overlay the address you entered with the USPS certified address. If the USPS certified address is not correct, select the entered address. Click 'OK' to continue. (The 'Cancel' button returns you to the page where you may modify the entered address.)

If the address you entered is not a valid mailing address, One Stop displays the following warning.

You may click 'OK' to accept the address as is, or 'Cancel' to fix the address and try again.

After clicking 'OK' on the Address Certification dialog box, you will need to choose to continue again, usually by clicking 'Next' on the page.

3.3.2 Addresses outside the United States

When you select a country other than the United States, entry of the Zip/Postal Code is free format and the 'State' dropdown is empty. You may enter additional information in the 'City' field if required for addresses in the country you selected.

No matter the country, One Stop attempts to certify the address entered with the USPS and displays this Address Certification dialog box.

Click 'OK' to continue.

After clicking 'OK' on the Address Certification dialog box, you will need to choose to continue again, usually by clicking 'Next' on the page.

3.4   Phone Numbers

Phone numbers are handled consistently throughout the application. Typical phone number entry looks like the following when first displayed.

The country code defaults to the United States (signified by the flag). United States phone numbers are formatted as (nnn) nnn-nnnn as you type in the numbers. One Stop also validates phone numbers in the United States.

You may select a country other than the United States. In this case, One Stop will <u>not</u> format or validate the number you enter.

3.5   Dates

Dates are handled consistently throughout the application. Typical date entry looks like the following when first displayed.


You cannot type directly in the text box. Click the 'calendar' icon to the right. One Stop displays the calendar (starting with the current month) and prevents selection of dates that do <u>not</u> meet business rules. For example, if the date being requested must be a future date, One Stop will disable dates before today's date.

Use the arrows on either side of the month and year to move the calendar backward and forward. When you click a specific date, One Stop fills in the date field and closes the calendar display.

You can quickly move to other months in the year, years in the decade and so on by clicking the middle of the top scroll bar, where the month and year are displayed.
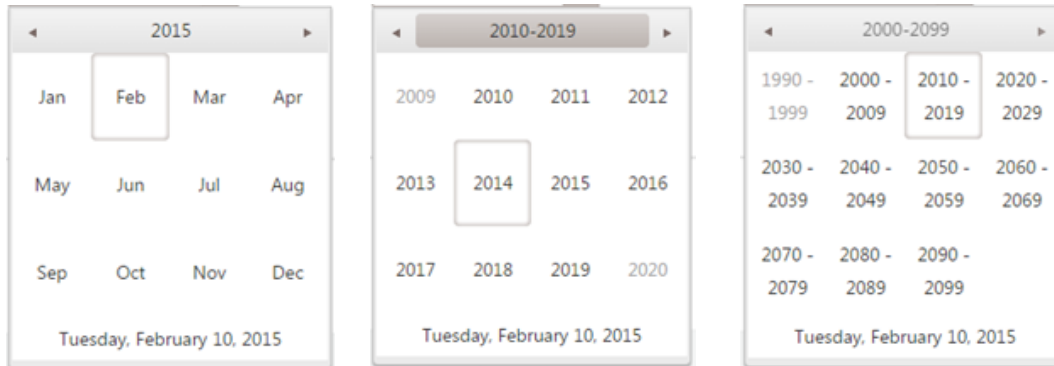
The calendar first expands the selection to months of the year as shown in the example on the left. Click the top scroll bar again and the calendar expands the selection to years in the decade. Click the top scroll bar again and the calendar expands the selection to decades. When you select a decade, the calendar contracts in reverse so that you may select a year in the decade, a month in the year and finally a day in the month.

3.6   Error Messages

One Stop typically validates data entered on the page when you choose to proceed to the next page, for example, by clicking the 'Next' button.

In some cases, One Stop validates data when you exit a field. For example, when you enter a phone number, One Stop checks its validity as soon as you tab out of the field and lets you know immediately if the number is invalid.

In any case, simply correct the error and try again.